INTERCOMPANY SERVICES COORDINATION PLAN

WESTERN ELECTRIC

MEMBER RESPONSIBILITIES

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1. GENERAL

1.01 This section describes the responsibilities of the Western Electric (Western) ISC Team member in the handling of customer services coordinated under the Intercompany Services Coordination (ISC) Plan.

1.02 The Western member is to assist Operating Telephone Company (OTC) Team counterparts in planning order activity and, when required, to coordinate the supply of Western furnished material during order implementation. His efforts should include:

(a) A familiarity with the service offerings coordinated under the ISC Plan.

(b) A knowledge of OTC departmental functions and responsibilities.

(c) An awareness of intercompany problems.

(d) Complete familiarity with Western supplied equipment and service conditions.

1.03 Because of geographical service overlap and multiple OTC ISC Team assignment, a Western member may serve on more than one ISC Team, and more than one Western member may be assigned to a single team.

2. ISC TEAM WESTERN MEMBER GENERAL RESPONSIBILITIES

2.01 The ISC Team assuming overall coordination responsibilities is designated the Control Team while all other ISC Teams involved in the order are designated Local Control Teams. The Western member on a Local Control Team is known as Western Local Control and the Western member on the Control Team is known as Western Control. However, every ISC Team Western member has certain basic responsibilities.

2.02 Fundamentally, it is the responsibility of the Engineering or Plant members of the ISC Team to ensure that requisitions for material are received by Western Electric Service or Regional Centers by the Assignment Date (AD) or by the Requisition Received Date (RRD). An RRD is assigned if a project is involved or if close supply coordination is required. The Western member, in turn, is responsible for ensuring that:

(a) Requisitions which include ISC/USO numbers (ISC Control Team Codes) and/or include project or close coordination requirements are brought to the attention of Western team members.

(b) The appropriate service organizations are following up on the various sources of supply and assembly so that shipping schedules can be adhered to.

(c) All equipment (including plug-in) and hardware is received by the central office and station installation forces (on site) by the Material On Job (MOJ) date.

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2.03 In cases where a local Western member has determined that requisitions for nonstock items should be placed in advance of the AD or RRD, he should request the OTC to prepare a requisition immediately for the items that must be ordered in advance. When the requisition has been received, the OTC and Western members will assure that any subsequent requisitions submitted to Western are cross referenced to the one issued in advance. Western organizations will utilize "Combined Order" procedures, outlined in their Plant Service Manual, Section XII, as required.

2.04 When incomplete or inaccurate requisitions are received, the Western member will immediately notify his team counterparts. If the error is restricted to the local requisition, the Local ISC Team will arrange to have it corrected. If the error extends to requisitions being processed by several ISC Teams, the Control ISC will reach an agreement on the necessary action to be taken and notify all teams involved.

2.05 Information pertaining to the supply status of a particular requisition will flow through the normal OTC/Western requisition service channel. This channel may be by-passed in those cases involving progress reports (3.04) and whenever the source or supply fails to meet materials schedules. In the latter case, the Western member will disscuss the situation with the supply source in an effect to bring the schedule in line with commitments. Should he fail in his discussions and local management efforts are of no avail, the Western member will bring the matter to the attention of his team members.

2.06 Occasionally, an OTC may require material for a service which was not included in the Project Announcement. In such cases, the ISC Plant or Engineering member will advise their OTC Supply Service group of the additional requirement(s) and arrange for a requisition to be placed on Western immediately. The Western member will make every effort to accommodate the added material within the current schedule of the project and will advise the OTC Supply Service representative as to the status of the order.

> ***Note:*** If the ISC Plant or Engineering member advises the Western member of additional material requirements prior to the transmittal of the supply decision, the additional material should be reflected in the Western member's report. Thereafter, the material is not considered as "additional", but as part of the original requisition.

2.07 All Western interval orders will bear the USO number. Western Control and Local Control will assure such order identification.

3. ORDER PROCEDURES

3.01 Requisitions bearing the digits "00" in the third segment of the USO nuumber will be serviced by Western organizations in the normal manner. When a requested ship date cannot be met, the responsible Western location processing the requisition will advise, via a System Status Report (SSR), Plant or Engineering Local Control of the jeopardy condition. The SSR should be initiated only after Western has endeavored, without avail, to meet the schedule by: (a) negotiating improved schedules with the source of supply, and (b) attempting to obtain the required items on an Interhouse/Intercompany basis.

3.02 ***Project Announcement (PA) Review:*** Upon receipt of the Project Announcement, Western Local Control should review it carefully and determine what course of action is required. He should acknowledge receipt of the Project Announcement immediately and advise Western Control which locations will be supplied by his service center. If the schedule appears reasonably attainable, he will proceed as indicated in 3.03 through 3.06. If he anticipates that the schedule can be met only by having requisitions placed immediately, he should follow the procedure outlined in 2.03. Should he determine that the schedule cannot be met, he will contact his ISC Team members, and together they shall decide what course of action is to be taken.

3.03 ***Supply Decision:*** By the date specified for a supply decision in the Project Announcement, Western Local Control will have advised Western Control on how material is to be supplied. If the material is to be supplied from either existing service center or OTC stock, the SSR sent to Western Control will contain the statement, "USO material to be supplied locally." If any USO item or components thereof are to be ordered from either the Material Management Center (MMC), manufacturing, or outside supplier, the SSR will state, "Nonstock items to be procured on normal basis" or "Order ***(number, if available)***

to be submitted to ***(source of supply)*** for following items ***(quantity and description).***"

3.04 ***System Status Reports:*** In addition to normal progress reports called for, Western Local Control will originate an SSR whenever an order or service is placed in jeopardy. Except in those cases involving "00" requisitions, all SSRs issued by Western Local Control should be sent to both Western Control and Local ISC Team members.

3.05 ***Project Team Member Assignment:*** If Western Local Control delegates coordination to another individual, the name (tel. no., etc.) of the individual so delegated should be included in the SSR reply.

3.06 Upon receipt of a Project Announcement bearing the notation "WESTERN INST. INVOLVED", on learning the Western installation will become involved, Western Local Control will discuss the order with his related Department Chief Program Planning (Installation Area Office). If they ascertain that commitments can be met, they will coordinate their efforts with that of their OTC. If they ascertain that the objectives cannot be met, Western Local Control will so advise his ISC Team members. If the program cannot be resolved by the team, Western Local Control will originate an SSR to Western Control.

3.07 When an order involves "Standard Interval Items", Sales Control will not normally request Western Control to closely coordinate Western material supply. In such cases, a USO number will be assigned with the digits "00" appearing in the third segment. The Western members involved in "Standard Interval Items" will follow normal service coordination procedures as well as those outlined in 3.01 of this section. In unusual cases (orders requiring large numbers of station equipment, urgent customer requirements, etc.), Sales Control will request Western Control to ascertain whether or not close Western supply coordination is required. If so, the procedures described in 3.09 through 3.11 apply.

3.08 When a requisition involves other than standard interval items, Sales Control will request Western Control to ascertain whether or not close Western supply coordination is required to meet service commitments. If Western Control judges that service commitments can be met only by the close coordination of Western supply efforts, he will follow the procedures for handling orders as discussed in the following paragraphs.

3.09 Orders involving standard material are defined as those requiring the supply of stock and nonstock items listed in the Merchandise Catalog.

3.10 ***Supply Intervals:*** While it is not anticipated that Western Control will know the exact supply condition at each Western location throughout the country, he is expected to exercise some judgment in planning schedules which Western organizations can meet in order to satisfy customer requirements. To assist in his judgment, Western Control should refer to the following documents:

(a) Merchandise Catalog,

(b) CI 40.466, "Normal and Standard Planning Western Electric, Engineering and Telephone Company Engineered Orders",

(c) CI 94.432-22 "Stock Maintenance Manual", average transit intervals listed in Appendices C-1 through C-15,

(d) MC-1044, Service Conditions Report,

(e) Monthly Central Records Report M-1250,

(f) ISC-ADS Interval Guide.

The supply schedule will be based upon those items which have been specifically listed on the requisition. Such items should appear in Western ordering terminology. If additional items are required to complete the order and such items were not listed on the requisition, the supply schedule may have to be renegotiated by the parties involved.

> ***Note:*** Should the order involve an amount of material which appears excessive, Western Control may elect to contact Western Local Control and/or the source of supply prior to USO issuance in order to determine a reasonable supply schedule.

3.11 ***USO Numbers:*** A USO number will be posted by team members (or their representatives) on all USOs, SSRs, requisitions, correction orders, and related correspondence. The USO number will consist of the following two digital and one alpha segment, each separated by a dash.

(a) The first four digits identify the ISC Control Team. These codes are contained in the "Bell System Directory of the Intercompany Services Coordination Teams." See section on "Control Team Assignment."

(b) The next set of four digits is used for serially numbering USOs.

(c) The last segment will indicate if Western service or supply coordination are involved. If normal service coordination procedures are to be followed, "00" will be entered in the last segment.

If supply coordination procedures are to be followed by Western members, the Western identification character (eg, "MD" for Minneapolis Service Center) or Western Control will appear in the last segment.

3.12 On all orders ***not*** requiring supply coordination, requisitions ***must*** be received by all Service Centers or Regions involved on or before the Assignment Date (AD) specified on the USO.

3.13 A Requisition Received Date (RRD) will be assigned to the USO by Western Control as soon as he has agreed to prepare a Project Announcement or provide close supply coordination. This date is defined as the day by which the requisition with all associated specifications and drawings must be delivered by an OTC to its Service Center. In determining the RRD, Western Control together with his team members should give consideration to subscriber commitment, to intervals associated with training, installation, procurement, and to shipment of material. Changes or additions to the original requisitions are acceptable at any time prior to actual shipment of the ordered material, but only with the understanding that the acceptance of such changes or additions may effect the previously established schedule.

3.14 ***Project Announcement (PA):*** Whenever Western Control decides that service commitments cannot be readily met by following normal service or close supply coordination procedures, he will announce the existence of the order to Western Local Control via a document known as a Project Announcement (PA). This document, transmitted over TELE-DAT will contain USO information plus a Supply Decision Date (SDD) as outlined in the following format (information in parentheses to be inserted by Western Control as needed):

"(Western Local Control TTY Address)

PROJ ANCMT TO ISC TEAM MEMBER

USO (USO Number)

CUS (Customer Name)

RRD (Requisition Received Date)

MOJ (Material on Job) The date all equipment must be received by central office and Station Installation Forces.

DD (Service Due Date)

S & E (Quantity and description of material required by location).

SDD (Date supply decision is required by Western Control. This date will be determined based on the interval between RRD and MOJ but in all cases must precede MOJ.)

(Western Control or Western Project Member's name.)"

In addition to sending the PA to Western Local Control, Western Control will transmit it to the Western representatives indicated in Table A—Supplemental Distribution of Project Announcement.

> ***Note:*** When progress reports are required, Western Control will include the report schedule in the PA.

3.15 When a Western representative other than the ISC Team member is delegated supply coordination responsibilities, the ISC Team Western member will ensure that the name (tel. no., etc.) of the person so delegated appears in the PA.

3.16 When the USO covers a service requiring WE supply coordination, Sales Control will forward a copy of the USO to Western Control. Upon receipt of the USO, Western Control will examine it for completeness and accuracy. If he discovers any discrepancy in the USO, he will immediately bring the discrepancy to the attention of the USO originator and request that a correction order be issued.

3.17 The Material Planning and Procurement Center (MPPC) representative will check manufacturing schedules and will, whenever possible, advise Western Control within one working day of his best estimate of a schedule. However, when the material is not available and is required in less than normal interval, the MPPC representative will advise how long he will require to determine a delivery schedule. The delivery schedule should be furnished as soon as possible and, in any case, within ten working days following the contact.

> ***Note:*** This 10-day limit should not be interpreted to mean that delivery requests can be set aside for a period of ten days.

When MPPCs are unable to make shipments of material within scheduled dates, they should communicate this information as soon as it is known to the Western Local Control responsible for placing the order. Depending upon the results of the supply negotiation, Western Control will either advise this control team counterparts that the previously agreed upon project schedules will be met, or he will take the additional action as specified in the next paragraph.

3.18 ***Interhouse/Intercompany Supply:*** If the Customer Service Supply Coordinator (CSSC) cannot supply the material on a short interval basis to meet a Due Date, Western Control will try to have the material supplied on an "Interhouse" basis. If the responsible Western location cannot supply the material required, Western Control will contact his local Telco Supply Supervisor and request him to try to obtain the material on an Intercompany ("AX") transaction basis. If both endeavors fail, the supply schedules received from the CSSC will be applied to the order. Western Control will advise Western Local Control and the CSSC of the action taken.

3.19 Orders involving new design material are those requiring the development of a product which is not regularly sold in the normal day-to-day conduct of business. Such products are not covered by regular catalog descriptions. They normally include major modifications in physical or electrical design of standard products.

3.20 If Engineering Control determines, after Control Team discussion, that the product should be developed for systemwide application, he will work through normal channels for new designed items. This channel provides for product analysis and authorization by AT&T for development by Bell Telephone Laboratories, Inc. The channel also assists in the development of production schedules and service dates by coordination with the Western Material Planning Organization. Engineering Control will inform Western Control of the contact(s) made and the status of the product development. When the product has progressed to the Ready-To-Order (RTO) stage, Western Control will follow the procedure outlined in this section for projects involving standard material.

3.21 Engineering Control may request Western development of a new product when such product has limited usage and, after he has contacted AT&T Engineering, it has been determined that neither Bell Telephone Laboratories Inc. nor the Operating Company Engineering Department can justify the development effort required. When Western development of a product is requested, Engineering Control will provide Western control with as many product details as possible. Western Control, in turn, will follow procedures outlined in CI 48.103-01, "Western Electric Company, Development of Non-Standard Products." Western Control may request Engineering to originate a manufacturing authorization (3.24) to cover the transaction. After arranging for Western product development, Western Control will follow the procedures outlined in this section for orders involving standard material.

3.22 Services involving special feature material are those requiring only minor modification in physical or electrical design of standard products. Generally, such modification and design changes can be accomplished in Western Service Center shops.

3.23 When Western and Engineering (Project Engineer) Control decide that special feature material is required, Western Control will ask Engineering Control to provide him with a preliminary list of material and specific information as to how the modification or design changes are to be accomplished and tested. Having obtained this information, Western Control will:

(a) Examine the data to determine whether:

(1) The technical and manpower requirements are such that the modification of equipment should be restricted to a few organizations.

(2) The requested service dates take into account the time required to cover the activities of manufacturing, merchandising, and distribution.

(b) Refer the document(s) to the appropriate Western Headquarters organization for investigating of possible patent infringement. Particular attention to this function should be given whenever an Independent Company is involved in the order.

(c) Explore the possibility of offering Engineering assistance to the OTC through the media of "Engineer and Furnish" (E&F) Orders.

Having accomplished the above, Western Control will assist in the preparation of the USO and will follow the procedures outlined in this section for orders involving standard material.

3.24 ***Manufacturing Authorization:*** After concurrence from all OTC Engineering organizations, they may elect to authorize Western to manufacture total order material for Bell System usage prior to actual issuance of local service orders and requisitions. This is particularly true in those cases where Western product development and product modification or design changes are involved. The manufacturing authorization, normally a letter, should contain project number or name, the USO number and customer name when known, quantity and equipment description, specific information on how modification or design change is to be accomplished (tested), and a provision for disposing of any material left in stock after specified date.

3.25 If a manufacturing authorization is utilized, the Control Team will ensure that the USO contains one of the following remarks:

> "Requisitions entered upon Western should contain the statement: Obtain from ***(location)*** per manufacturing authorization dtd. ***(date)*** (Op. Co.) for ***(Customer Name USO No.)".***

4. ORDERS INVOLVING AN INDEPENDENT COMPANY

4.01 Independent Company transactions will be handled, through the OTC Bell-Independent Relations (B-IR) representative. Orders for Western material required by Independent Companies will be placed on Western Commercial Relations Organization (see Section 010-520-140). If a commercial relations approved order is placed on a Service Center, MMC or manufacturing location, order service will be rendered by Commercial Relations to assure that the material is shipped in time to meet the required on job and service dates. Western Team members may assist Commercial Relations in servicing Independent Company orders when so requested by Commercial Relations. However the Western Team Member will in no way be in direct contact with the Independent Company or its representatives.

4.02 When an Independent Company is involved in a Bell System sold service and both Bell System and Independent Company orders require coordination to assure simultaneous cutover, Western Control will include information pertaining to the Independent location in his Project Announcement. A copy of the PA will be sent to the Western Commercial Relations Manager as indicated in Table A. If Commercial Relations places an order upon a Western organization, it will be serviced as indicated above. In all other cases, the Control Team should look to their B-IR group for advice and assistance.

TABLE A

SUPPLEMENTAL DISTRIBUTION OF PROJECT ANNOUNCEMENT

RECIPIENT	CONDITION
Material Planning Manager - Material Planning and Procurement Center (MPPC) Teletype and Data Skokie, Illinois	Products Manufactured by Teletype Corporation and Montgomery
Commercial Relations Manager, Gateway II, Newark, N.J.	Projects involving Independent Company (s)
Each of the Appropriate Long Lines Service Managers	When more than one LL's Area is involved with a Project, also when a Regional Organization is Western Control
Manager, Planning & Development Service Centers - Ballwin, Mo.	All Project Announcements
Long Lines Account & Service Manager Gateway II, Newark, N.J.	All Project Announcements